



# **Safety Manual**

## **for**

# **Individual Providers**

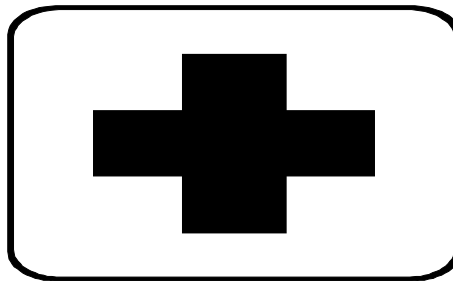
**July, 2005**

# **Foreword**



**This guide was developed because you are our most important asset. Without you, many of your employers would be limited and not able to live the quality of life they deserve. You are our community's brightest stars and a ray of hope for so many. We are grateful for you, the individual provider and for all that you do for your families, employers and our community. We want you to be safe and know how to help your employers be safe as well.**

**Thank you for you**



***Safety First.....It's All About You***



Sedgwick CMS manages workers compensation claims for the Home Care Quality Authority. As part of that responsibility, Sedgwick CMS has developed a comprehensive individual in-home provider safety program. This manual is just one part of the overall provider safety program.

### **Acknowledgement**

The Home Care Quality Authority and Sedgwick CMS extend their sincerest thanks to Cheryl Morgan and Professional Registry of Nursing, Inc. for their tireless efforts to revise this safety manual. Specifically, researching the field of workplace safety and traveling across Washington to present changes ensured trainers understood the importance of this program. Their dedication to gather input from educators in the field provided valuable recommendations that strengthened both the depth and breadth of course content. We believe that their work on this project provides a model safety resource for individual providers in Washington state.

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# Chapter 1

## Introduction

### **What is this chapter about?**

This chapter will tell you what to expect in this course. It will cover what you need to know about safety reporting and hazard reporting. It will also give you some safety guidelines to work with.

### **Why is this important to you?**

This chapter will help you to:

- Know what this course is about and be comfortable in participating in this course.
- Learn what safety resources are available to you and some common safety guidelines.

### **Lesson 1**

Course Structure

### **Lesson 2**

Safety Resources &  
Hazard Reporting

### **Lesson 3**

Safety Steering Committee

### **Lesson 4**

Safety Guidelines

# Chapter 1-Lesson 1

## Course Structure

**Part A**  
Overview of the Guide



**Part B**  
Reference for  
Caregivers

**Part C**  
Suggestions for  
Preventing Accidents

### What you will learn in this Chapter:

1. About this safety guideline and why it is required.
2. How to access information to ensure safety in your work place.
3. Safety suggestions for preventing accidents

### Key Words

**Washington Administrative Code (WAC)**

**Home Care Quality Authority (HCQA)**

### Definitions

Rules and regulations that tell how services **must** be delivered by law.

This is an organization whose primary goal is to ensure your safety and to insure you are offered quality learning experiences.



## Chapter 1-Lesson 1 Preview

1. What is this guide about?
2. Why is this course useful to you as a provider?
3. Who is responsible for your safety and health?
4. Who is the most important person in preventing accidents in your life?
5. What is the symbol that identifies key factors at the end of each lesson?





# Chapter 1

## Lesson 1

### Introduction and Overview of the Course

You are the most important person to prevent accidents. Accidents happen when we least expect them to, but these can often be eliminated if we pay attention to our environment. This Safety Manual for Individual In-Home Providers is designed to help you as a **provider** stay safe and avoid injury and illness related to home care services. This is a dynamic manual that will be continuously updated to provide real solutions to safety problems in the home care setting. It is designed to give you--the provider--ownership in your own safety and health.

Take some time to go through this manual and use it as a reference. By following these suggestions, you can greatly reduce your risk of accidents and illnesses.

Suggestions will be highlighted throughout the manual to help you prevent accidents and injuries. Key points are identified in the midst of the manual and at the end of each chapter by this symbol 🔑



This could be anyone who is reading this manual!

# Chapter 1

## Lesson 2 and 3

### Safety Resources and Safety Committee



#### **Part A**

What Safety Resources  
are available to you?

#### **Part B**

What hazards do you  
report and to whom do  
you report information.

#### **Part C**

What the Safety  
Committee is and Why  
it is important to you?

#### **What you will learn about in this lesson:**

1. Safety Resources that are  
available to you.
2. Hazard reporting and what  
your responsibilities are?
3. The Safety Committee and how  
it relates to you.

#### **Key Words**



Hazard

Hazard Reporting

Safety Committee

#### **Definition**

Possible source of danger, potential  
for injury or harm.

Is when you report a hazard or  
potential hazard to the safety area at  
HCQA.

A committee that meets every three  
months to discuss safety  
improvements and solutions in your  
work environment.



## Chapter 1-Lesson 2 and 3 Preview

1. Name three of the safety resources that are available to you.
  - a.
  - b.
  - c.
2. What is the Safety Committee and how often does it meet?
3. Name two members of the Safety Steering Committee.
  - a.
  - b.
4. There is quarterly newsletter that you will receive in the mail on safety.

True      False
5. This safety training is available to be taken on line?

True      False
6. Safety Seminars are held every month and you may attend them.

True      False

## Chapter 1-Lesson 2

### Safety Resources and Hazard Reporting

If you have questions or concerns regarding safety in your workplace or you need to report an unsafe practice or condition, professional resources are available in a variety of ways:



#### Email

If you have access to email, simply send an e-mail to [riskcontrol@sedgwickcms.com](mailto:riskcontrol@sedgwickcms.com)



#### Phone

You can call the Safety Help Line at 1-800-416-1890 during normal business hours.



#### Website

This document, with other related safety information by the Home Care Quality Authority for providers can be found at [www.hcqa.wa.gov](http://www.hcqa.wa.gov)



#### Newsletter

Beginning in November 2004 you will receive a quarterly safety newsletter in the mail. The newsletter will advertise upcoming Safety Seminars. It will be filled with valuable tips and sound advice to keep you safe.

We hope you spend some time learning about safety and accident prevention. We want you to be healthy and free of injury.



## Chapter 1

### Lesson 3



### Safety Steering Committee

- Will meet quarterly to discuss safety process improvements and solutions.
- Mission: to continuously enhance the processes in place to protect providers while ensuring the highest possible level of care to consumers.





## Chapter 1-Lesson 4

### Safety Guidelines



#### **Part A**

Who focuses on your safety? Who focuses on the employer's safety?

#### **Part B**

What are general safety guidelines?

#### **What you will learn in this lesson:**

1. Where your focus should be.
2. General guidelines for safety.
3. Why these guidelines are important to you.

#### **Key Words**



Standard Precautions

9-1-1 Operator

Emergency Evacuation Route

#### **Definitions**

Safety measures used when dealing with blood and body fluids of your employer.

This is the person who is responsible for sending emergency aid out to you if you call for assistance.

A route that you have established with your employer's assistance to use in case of an emergency in the home (i.e. a fire).



## Chapter 1-Lesson 4 Preview

1. There are specific safety guidelines for you to follow.

True      False

2. Name three of the safety guidelines listed in this lesson.

a.

b.

c.

3. You do not have to use gloves when you work with household chemicals.

True      False

4. Good lighting is not important to good safety practices.

True      False



## Chapter 1-Lesson 4

### Safety Guidelines



While you focus on your employer's safety and health, ***your*** Safety is very important to us. If you get hurt, you may not be able to do your job. Below is a list of general guidelines to help keep you safe. More information about each of these topics is found throughout this manual.

- Practice Safety at all times



-  Think Safety-both for you and your employer


- Take the time to do it RIGHT!

- Keep quick access to a phone to call 9-1-1



- Use gloves when handling chemicals, blood or body fluids/substances



-  Follow your employer's care instructions carefully




- Lift safely and properly






- Use ladders instead of chair



-  Use gloves and good ventilation  when working with household chemicals 

-  Make sure smoke detectors are in place and work (Check batteries and function on daylight savings changes)


- Use good lighting

- Keep firearms and ammunition safe



- Don't use broken equipment

-  Know your emergency evacuation escape routes

- Ask for help if you have a problem with a hazard you can't resolve with your employer 

## **Work Related Injuries:**

Sedgwick Claims Management Services manages workers' compensation claims on behalf of the Home Care Quality Authority. This is your claims management service in case of an injury to you while working. You are now covered by workman's compensation. It is very important for you to know whom to list as your employer if you seek medical services under the Labor and Industries claims management.

### **In case of a work-related injury:**

- **Call 1-866-897-0386 (Segwick CMS)**

### **If medical treatment is necessary:**

1. Go to your doctor. Tell them your injury is work-related
2. The doctor's office will help you file a Washington Labor and Industries' State Fund Report of an Accident
3. **List your employer on the form as**  
**HCQA Negotiated Contract**  
**601 Union St.; Suite 3500**  
**Seattle, Washington 98101**
4. **To check on your claim status:**  
**1-800-LISTENS (1-800-547-8367) or**  
**Online at: [www.http//lni.wa.gov](http://lni.wa.gov)**

A copy of this information is posted in the Quarterly Safety Newsletter in a smaller format for laminating and carrying in your wallet.



### **Key Points**

1. A number of safety resources are available at [www.hcqa.wa.gov](http://www.hcqa.wa.gov), or by calling 1-800-416-1890
2. A committee meets every three months to improve provider safety.



# Chapter 2

## Introduction

### **What is this chapter about?**

This chapter will tell you how to plan and prepare for emergencies. It will cover what you need to know about emergency situations and how to be of assistance to your employer during an emergency. This chapter will tell you what type of information you will need to be ready for emergencies.

### **Lesson 1**

Emergency Action Plan

### **Lesson 2**

Emergency Numbers

### **Lesson 3**

Employer Information

### **Why is this important to you?**

This chapter will help you:

- Know what an emergency is and how to prepare for emergencies.
- Learn what you can do as an Individual Provider to protect your employer and to be helpful to the authorities.
- Know what you need to do and what you need to know before an emergency occurs.

# Chapter 2-Lesson 1

## Emergency Action Plan



### **Part A**

Who focuses on the  
Emergency Action  
Plan?

### **Part B**

How an emergency  
action plan works.

### **What you will learn in this lesson**

1. What is an Emergency Action Plan.
2. What is a natural disaster.
3. What is a weather emergency.
4. Why is an emergency action plan important.

### **Key Words**



Emergency Action Plan

Natural Disaster

Weather Emergencies

### **Definitions**

A plan developed by you and your employer to ensure that both of you are safe during an emergency.

A disaster that is caused by natural causes. Things like an earthquake, flood or volcano eruption.

These are emergencies that are specific to a weather situation. These would be like a snow, ice, or wind storm.




## Chapter 2-Lesson 1 Preview

1. What is an Emergency Action Plan?
2. Name three pieces of equipment that should be in your Emergency Kit.
  - a.
  - b.
  - c.
3. Name two natural disasters.
  - a.
  - b.
4. Name four weather emergencies.
  - a.
  - b.
  - c.
  - d.
5. What is a major part of your job when there is an emergency?
6. List two man-made disasters.



## Chapter 2-Lesson 1

The following is a **PLAN TO PREPARE FOR EMERGENCIES**.  By evaluating your work area and preparing for emergencies, human lives can be saved. (SEE *Emergency Action Plan* in the appendix of this manual.)


Natural disasters are the major threat to each of us, as well as to our employers. Earthquakes, wild land fires and volcanoes are a big concern in this area. When we are planning for any type of emergency, the basics of being prepared are essentially the same.

Natural disasters can come on without warning, thus it is essential that we plan ahead for natural disasters.

Weather related disasters may or may not give us warning. Again the essence of preparation is establishing a plan and having supplies on hand to respond to a disaster. Weather conditions that may result in an emergency situation include wind, rain, lightening or flooding.

**Preparation is the key  to success in dealing with any emergency**



### **LIFE THREATENING EMERGENCIES:**

Whenever a life-threatening emergency occurs, call 9-1-1. Give them the telephone number, address, nearest major cross street, and directions to the home. 

### **HOME EVACUATION:**

The most important action in a fire emergency is getting yourself and your employer safely outside. It is important to conduct regular fire drills with your employer. If you discover a fire: Call 9-1-1.

## Some food for thought:

1. If your employer cannot get out of bed by himself or herself, prepare for how you will move him/her off the bed to safety. 
2. Know if there is a fire extinguisher in the home and know how to use it.
3. Know the shortest route to the outside. (Remember that if you are in an apartment, elevators will not work.) 


In the event of  
fire or life-  
threatening  
emergency:

**Call 9-1-1**



**EMERGENCY ACTION PLAN:** Take a few moments to complete the Emergency Action Plan at the back of this manual. Draw a basic layout of your workplace and identify exits with arrows. Post the completed sketch near the phone-you may need it in an emergency. A copy of the plan is included at the end of this manual.

**TEMPORARY RELOCATION SITES:** Try to make arrangements to move to a temporary site in case your worksite becomes unsafe for re-entry. This could be a friend's home or local church. Choose a second site in case the first site is not available in an emergency. You and your employer should make plans *before* an emergency occurs.

 **Remember: Shelters do not take animals.** You need to help your employer make arrangements for their pets before an emergency occurs.

### EARTHQUAKES/FLOODING:

Your number one priority during an earthquake/flooding is you. Keep yourself safe so that you can assist your employer when the shaking stops, and/or the water recedes. In the event of an earthquake/flood, you should:

- Stay in the building, take cover under a desk or table and hold on.
- Stay away from windows, heavy cabinets, bookcases or glass dividers.
- When shaking stops, get out of the building. Do not attempt to move seriously injured Persons unless they are in immediate danger of further injury.

**Other tips to keep you safe during an earthquake:**



**If you are outside:** stand away from the buildings, trees, telephone and electric lines.

**If you are on the road:** Drive away from underpasses or overpasses. Stop in a safe area.

**Stay in the vehicle.**

## Power Outages:

### Get Prepared:

- Register life-sustaining equipment with your employer's utility company
- Consider purchasing a small generator or know where to rent one if your employer uses life sustaining equipment that requires electricity. Have phone numbers available for rental generators if your employer can not purchase one.
- Post telephone number of new construction, repairs and power outage listing of your employer's local utility company.
- If your employer has an electric garage door opener, learn how to open the door without power.
- Prepare power outage kit. For short duration outages consider having glow light sticks, flashlights, battery-powered radio, extra batteries and a wind-up clock.
- Make sure your employer has an alternate heat source and a supply of fuel.


### When the lights go out:

- If your employer's house is the only house without power, check the fuse box or circuit breaker panel. Turn off large appliances before replacing fuses or resetting circuits.
- If power is out in the neighborhood, disconnect all electrical heaters and appliances to reduce the initial demand and protect the motors from possible low voltage damage.
- If you leave the house, turn off or unplug heat producing appliances.
- Unplug computers and other voltage sensitive equipment to protect them against possible surges when the power is restored.
- Conserve water, especially if the employer has a well.
- Keep doors, windows and draperies closed to retain heat in the employer's home. Leave one light switch in the on position to alert you when service is restored.
- Keep refrigerator and freezer doors closed. If the freezer door remains closed, a fully loaded freezer can keep foods frozen for two days.
- Be extremely careful of fire hazards caused by candles or other flammable light sources.
- When using kerosene heaters, gas lanterns or stoves inside the house, maintain ventilation to avoid build-up of toxic fumes. *Never use charcoal or gas barbeques inside, they produce carbon monoxide.*
- Connect light and appliances directly to a generator, not to an existing electrical system





## Call 911 for life threatening situations

### Suggested items to keep in an Emergency Kit






- ☐ Food (can opener)
- ☐ Water (bottled)
- ☐ Blankets (bed linen)
- ☐ Radio
- ☐ Flashlights
- ☐ Batteries
- ☐ Medications
- ☐ Pet Supplies
- ☐ Non-Portable  
Phone 
- ☐ Calendar to note  
when Kit needs to  
be updated
- ☐ Writing pen and  
pad (scissors)
- ☐ Change of  
clothes (Depends)

**OTHER EMERGENCY EQUIPMENT:** If there is a flood or earthquake, it may be necessary to have a first aid kit: blankets, food, water, radio, flashlights, and other provisions. Talk with your employer about this type of emergency kit and let them decide if they want to keep these emergency supplies on hand. Identify in your Emergency Action Plan where the emergency kit is kept in the home.

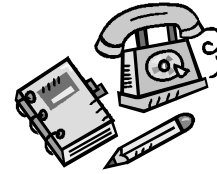
**EMERGENCY KIT:** This is a collection of supplies that allows you and your employer to live without assistance for at least three days. So, among those things mentioned above the following need also be considered:

- Bottled water for three days
- Medications for three days 
- Food that the employer can eat
- Pet food and medication
- Batteries for flashlights and radio
- Non-portable phone 
- Calendar to note a routine check of kit to check for expiration dates
- Writing pen and paper
- Can opener

### Key Points to Remember:

-  Keep yourself safe during an earthquake so you can care for others
-  Keep a list of important numbers near the telephone
-  Any cell phone will call 9-1-1 even if services have been terminated. These phones will call the state patrol not the EMS 9-1-1.
-  Make sure an extra battery for the cell phone is available
-  Call 9-1-1 in a life-threatening emergency.

(Better to be **SAFE** than sorry)



## Chapter 2

### Lesson 2 and 3

#### Emergency Numbers Employer Information

##### **Part A**

This section focuses on whom to call and when to call



##### **Part B**

What employer information is necessary for you to know?

##### **What you will learn in these lessons:**

1. The essential numbers that you need to know.
2. The best place to post this information.
3. Essential information to know about your employer.

##### **Key Words**

Emergency Numbers

Rights

##### **Definitions**

Essential numbers that you need to have accessible to you during an emergency

Standards of justice, law, and morality. Examples are right to privacy and right to refuse medical treatments



## Chapter 2

### Lesson 2 and 3 Preview

1. Where is a recommended place to post important numbers for your employer?
2. Who should you call first in an emergency?
  - a. The family
  - b. 9-1-1 operator
  - c. The case manager
  - d. All of the above



## Chapter 2-Lesson 2

### Emergency Numbers

Emergency numbers are your access to those people your employer would like notified in case of an emergency or for questions regarding the care of your employer. It is essential that these numbers be written down and accessible in case of an emergency.

Emergency contact telephone numbers should be posted in an easily accessible place. Writing the numbers in big, bold letters and taping it on



the inside door of the kitchen cabinet closest to the phone is recommended. You must know from your employer whom he/she would like to be notified and in what order they should be called.

#### **Contact someone when:**

- You have an emergency:  
Follow established emergency procedures and then contact the employer's designated contacts
- You feel that the decision the employer is making puts them in jeopardy. Talk to the appropriate person in the home care setting even if your employer doesn't want you to call anyone.
- You notice a pattern of changes or decline in your employer's functioning.
- Your employer continues to refuse care or treatment.

#### **Know whom to contact**

- Have contact names and phone numbers posted by the telephone or in another handy place if the employer prefers. Depending on your employer's directive, you may be contacting your employer's case manager, or a family member.
- Contact other care team members when you have questions. Call if you believe their help would result in better care for your employer.




## Chapter 2-Lesson 3

### Employer Information




This is the information that you as the caregiver must have regarding your employer to ensure proper care is given to your employer in an emergency and the right people are notified of the emergency.

This information should be posted as close as possible to the telephone jack. Post on the refrigerator where the information is posted in the home. 

The suggested information that should be on this document is:

- Employer's name
- Person to call outside of home
- Employer's address
- Employer's phone number
- Primary doctor's name
- Primary doctor's phone number
- Case manager's name and phone number
- Closest cross road or intersection to employer's home

This information is essential and in an emergency may save you and your employer's life. If it is written down, posted and discussed with your employer then there are no surprises. We think we know all of this information by heart, but in an emergency it may be lost in the excitement of dealing with an emergency.

**Remember it is you who holds  
the key to planning ahead for an  
emergency. This is one assured way to  
proactively make a difference. **



# Chapter 3



## Provider Safety

### What is this chapter about?

This chapter will tell you what back safety is and how to insure you are practicing it.

It will cover proper lifting techniques as well as exercises that you can do to insure your back is the strongest that it can be.

This chapter will cover proper footwear and sprains/strains treatment, infection control, driver safety and violence in the workplace.

### Why is this important to you?

This chapter will help you:

- Know how to lift properly so you do not hurt your back and learn what you can do to strengthen and condition your back
- Know how to treat sprains and strains as well as what is proper footwear for your job
- Learn about assistive devices that are available for use in transferring and moving your employer
- Learn about how to protect yourself from disease and the use of Personal Protective Equipment (PPE)
- Learn driver safety tips and how to protect yourself from violence in the workplace setting.

### Lesson 1

Back Safety and Conditioning

### Lesson 2

Proper lifting techniques for Materials

### Lesson 3

Proper Lifting techniques and Safe handling of People

### Lesson 4

Assistive Devices

### Lesson 5

Sprains and Strains

### Lesson 6

Use of Proper Footwear

### Lesson 7

Infection Control  
Personal Protective  
Equipment

### Lesson 8

Driver Safety

### Lesson 9

Violence in the workplace



## Chapter 3

### Lesson 1 and 2

#### Back Safety and Conditioning Proper Lifting Techniques for Materials



##### **Part A**

This section focuses on Back Safety and conditioning.



##### **Part B**

This section focuses on proper lifting techniques to lift materials.

##### **What you will learn in these lessons:**

1. Back safety tips.
2. Techniques that can be used to condition one's back.
3. Proper techniques to lift materials such as boxes, wheelchairs, groceries, etc.
4. Major things you can do to avoid back injuries.

##### **Key Words**

Assistive Devices

Transfer

##### **Definitions**

Aids to help people regain lost functions or to assist in transfers and mobility

Moving a person from one place to another when he/she cannot do it on his/her own



## Chapter 3

### Lesson 1 and 2 Preview

1. To avoid injury while lifting or moving people, equipment or materials:
  - a. Look for ways to reduce the weight
  - b. Avoid over-reaching or stretching for objects/people
  - c. Reduce the number of times (frequency) that you lift or move something
  - d. All of the above
2. \_\_\_\_\_ is the single largest cause of accidents and injuries to the back.
3. The best way to prevent injuries experienced when lifting is to avoid it. Because this is not practical, three things I will do to reduce my chances of back injury are:
  - a) \_\_\_\_\_
  - b) \_\_\_\_\_
  - c) \_\_\_\_\_
4. Exercise and conditioning are a major part of back safety.

True                  False
5. Injury to the back can be caused from poor posture, lifting and being in awkward positions. To prevent back injury and increase flexibility you should exercise (select one)
  - (a) When the weather is good outside
  - (b) Three to five times per week
  - (c) On your days off when you have more time
  - (d) Whenever you feel like it.







## Chapter 3-Lesson 1

### Back Safety and Conditioning

Back disorders are one of the leading workplace injuries. Your back is a complex piece of machinery made up of numerous muscles, bones, nerves, and supporting tissues. It is a machine you use every day, probably in ways you don't even notice. Your back is from your skull to your tailbone.

Just like the finest machinery, *your back requires proper care* to keep it working. If it's not working right, you'll suffer. An injured back affects your ability to move your limbs, your hips, your neck, and your head.

Your job may involve stressful lifting or awkward postures and you may be at risk for a back injury.

### Take Care of Your Back!

#### TIPS TO KEEP YOUR BACK IN GOOD CONDITION

#### Injuries to the back can:

- Cause weakness and be painful;
- Cause time away from work;
- Require physical therapy or surgery.

#### 1. Posture

Proper posture includes standing and sitting in an upright position without slouching or rounding the shoulders. Get in the habit of holding in the belly to keep it from protruding and putting excess force on the spine. When standing, bend your knees slightly.

Proper sleeping posture is also important to prevent and relieve back pain. Sleep on a mattress that is firm, not sagging, but not too hard. Do not sleep on your stomach. Instead, sleep on your side with a pillow between your knees or sleep on your back with a pillow under your knees.

#### 2. Conditioning

Proper conditioning involves aerobic exercise, as well as strengthening and stretching core muscles of the spine and stomach. Walking, swimming, and bicycling are excellent ways to condition the entire body and improve cardiovascular health.

**Aerobic activity along with a healthy diet helps prevent weight gain, which is a risk factor for back injury.**

## Moderate exercise builds a healthy back

1. Walk for 10 minutes, 2 times a day
2. Build up to at least one 30-minute walk per day three times per week;
3. Stretch back 5-7 days per week (see *Figure A and B*)
4. Back strengthening exercises should be done at least 4-5 days per week. (see *Figure C*)
5. **NOTE:** Because back conditions vary, strengthening and stretching the muscles of the spine and abdomen should be done under the direction of a physician or physical therapist

Figure A



Figure B



Figure C



### *Stretch your back*

Remember to talk to your doctor before attempting any exercise, especially if you are already experiencing back pain.

It is important that you begin your exercises slowly and increase levels gradually. Always begin any exercise program with stretching.

### 3. Prevention: Exercises for a Healthy Back

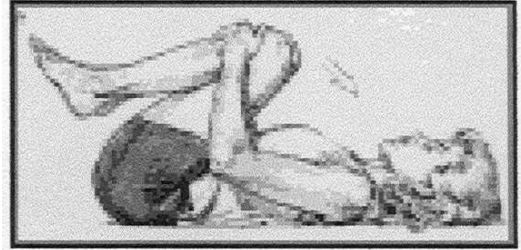
Strong lower-back and stomach muscles work together to make a healthy back. The exercises shown on the following pages help strengthen the muscles of the lower back and increase flexibility.

Unless instructed otherwise, do each exercise one to five times, twice each day. Gradually increase your workout to ten repetitions twice a day. Use slow, smooth actions as you exercise.

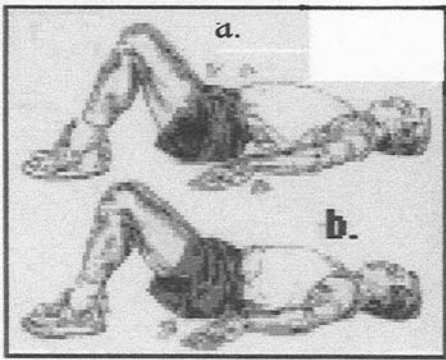
If you feel any discomfort while doing the exercises, stop immediately and contact your doctor. Stop any exercise that increases back pain or causes tingling, numbness, or weakness in your legs.

## Double knee-to-chest stretch

- Lie down on back
- Pull both knees in to chest until you feel a comfortable stretch in lower back
- Keep the back relaxed
- Hold for 45 to 60 seconds.



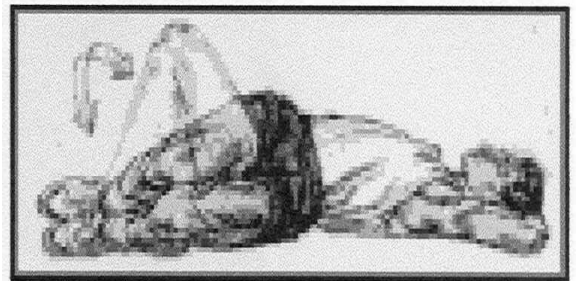
## Pelvic Tilt exercise



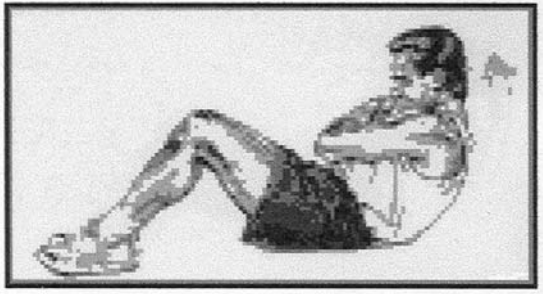
- Lie on back with knees bent, feet flat on floor. And arms at sides (a)
- Flatten small of back against floor. (Hips will tilt upward) (b)
- Hold for 10-15 seconds and release. Gradually increase your holding time to 60 seconds

## Lower trunk rotation stretch

- Lie on back
- Keeping back flat and feet together, rotate knees to one side
- Hold for 45 to 60 seconds.



## Curl-up Exercise



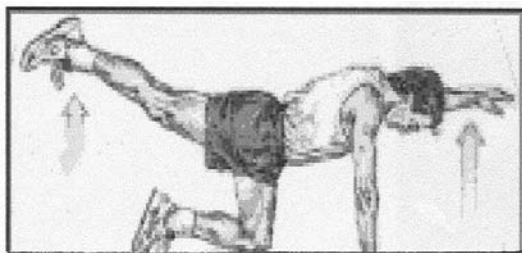
- Lie on the floor on back
- Keeping arms folded across chest, tilt pelvis to flatten back. Tuck chin into chest.
- Tighten abdominal muscles while raising head and shoulders from floor
- Hold for 10 seconds and release
- Repeat 10 to 15 times. Gradually increase your repetitions

## Trunk Flexion Stretch

- On hands and knees, tuck in chin and arch back.
- Slowly sit back on heels, letting shoulders drop toward floor.
- Hold for 45 to 60 seconds.



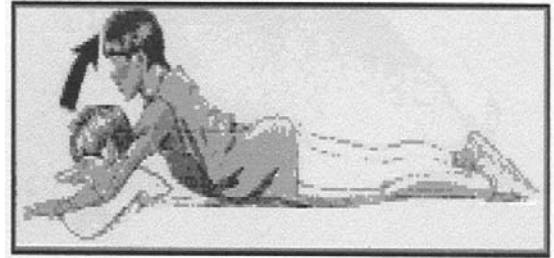
## Alternate Arm-leg Extension Exercise



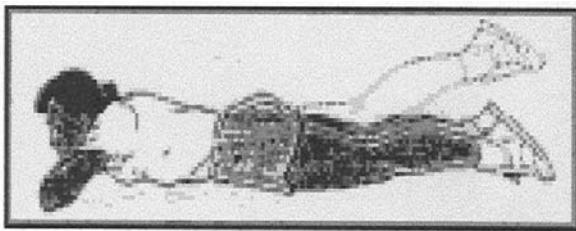
- Face floor on hands and knees. Raise left arm and right leg. Do not arch neck.
- Hold for 10 seconds and **release**.
- Raise right arm and left leg. Do not arch neck.
- Hold for 10 seconds and **release**.

## Prone Lumbar Extension

- Lie on your stomach and place your hands on the floor near the sides of your head
- Slowly push your upper body off the floor by straightening your arms, but keep your hips on the floor. Hold for 10 seconds, and then relax your arms, moving back to the floor.



## Alternate leg extension



- Lie on your stomach with your arms folded under your chin
- Slowly lift one leg without bending it (not too high!) while keeping your pelvis flat on the floor
- Slowly lower your leg and repeat with the other leg.

## Hamstring Stretch while Standing

- Stand on right leg with left leg on table or chair
- Stretch hamstring by slowly bending right knee
- Hold for 30-45 seconds
- Repeat with other leg.





**You are responsible for your own back safety.  
Conditioning and stretching are major assets  
in preventing back injuries.**

**TAKE CARE OF**



**YOUR BACK....**

**IT'S ALL ABOUT YOU**

# Chapter 3-Lesson 2

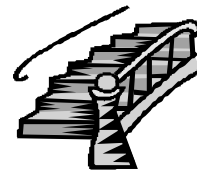
## MATERIAL HANDLING & LIFTING

Lifting and mishandling of materials is the single largest cause of accidents and injuries to the back. While in the home you may be asked to move materials which may include oxygen tanks, furniture, equipment associated with employer care, and, of course, your employer.

**Listed below are some simple steps to reduce the stress on your body when moving objects and people:**

### Safe Lifting

- Get as close as possible to the object or person to be lifted
- Place heavy items in locations that are between the shoulders and knees
- Many accidents happen on stairs. Use a handrail when possible; avoid climbing with a load
- Make sure you have sufficient room to lift an item
- Look for easy ways to grasp items to be lifted



**Reduce the amount of your load- move sections or part of the load when possible**

**The next best way to avoid injuries is to LIFT SAFELY.**

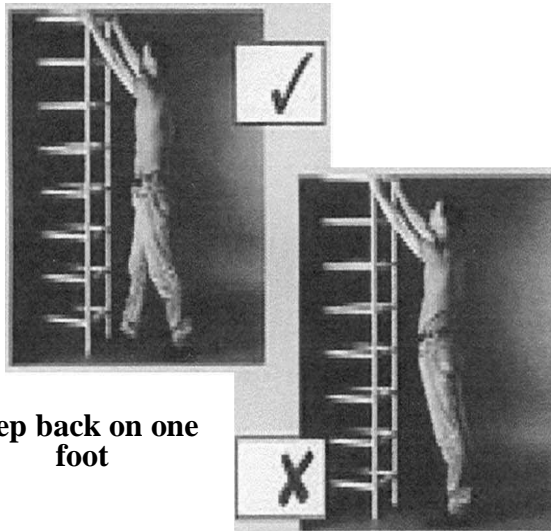
**We know that the best way to avoid injuries related to lifting is to avoid it, if possible. Many times this is not practical.**

# SAFE LIFTING

- Don't depend on structures to support you (a shelf support, a storage rack, etc.). These could easily give way if you pull or tug on them.
- Use a stepladder to reach objects above shoulder height.
- AVOID awkward stretches while reaching. This stresses your back and could cause you to lose your balance.
- The more times you lift or move something, the more likely you are to get hurt. If you need to move something often, use a cart.

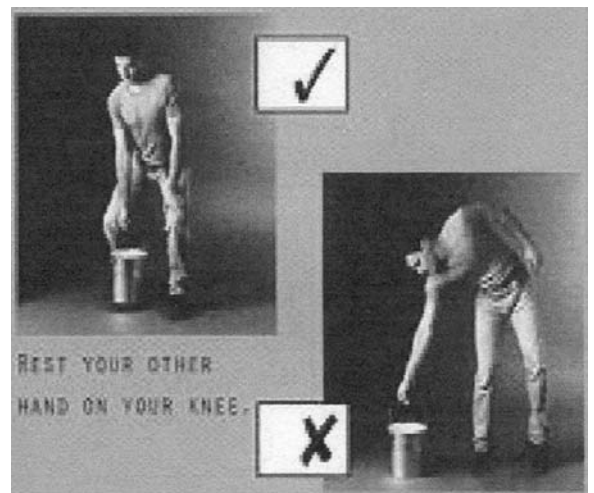
## OTHER LIFTING TECHNIQUES

### Lifting Overhead

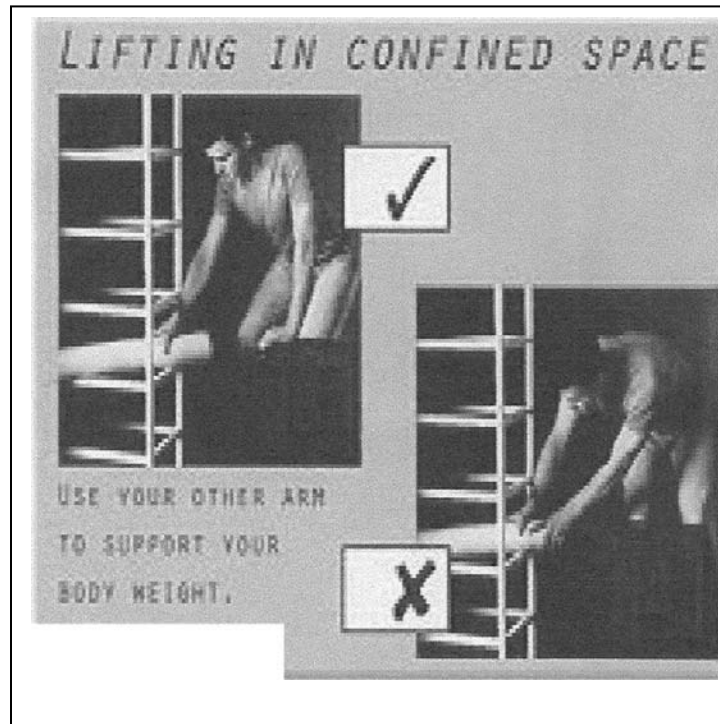


Step back on one foot

### One-Handed Lift







### Key Points 🔑

- The more times you lift, the more likely you are to get hurt.
- Assess your load and DO NOT try to pick up or move things that are beyond your capability



## Chapter 3

### Lesson 3 and 4

#### Proper Lifting Techniques Safe Handling of People Home Medical Equipment (Assistive Devices)

##### **Part A**

This section focuses  
proper lifting techniques

##### **Part B**

This section focuses the  
safe handling and  
moving of people

##### **Part C**

This part will show you  
what equipment may be  
available to you and  
your employer



##### **What you will learn in these lessons:**

1. Proper techniques for moving, lifting, and transferring your employer with a variety of transfer techniques.
2. How to handle people safely and with dignity.
3. Assistive devices and equipment that are used for transfers and ambulation.

##### **Key Words**

Ambulation

Transfer belt/gait belt

##### **Definitions**

The process of walking or moving about

A belt worn around the waist to aid in transfers and ambulation assistance



## Chapter 3

### Lesson 3 and 4 Preview

- 1) To lift safely you should:
  - a) Plan your lift
  - b) Get as close to the object as you can
  - c) Keep your knees straight and lift with your back.
  - d) All of the above
- 2) Twisting while lifting is an excellent technique and is safe.  
True      False
- 3) In safe handling of people you should:
  - e) Get help, no matter what.
  - f) Use assistance such as equipment or materials
  - g) A and B
  - h) It doesn't matter how heavy the employer is-just lift them. It is your job.
- 4) Match the column from the risk factors to the matching definition.

Risk Factors: 1. Awkward position  
2. Repetitive motion  
3. Force

Definitions:

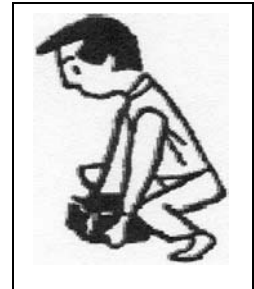
1. \_\_\_\_\_ Pushing wheelchairs across elevation changes or up ramps
2. \_\_\_\_\_ Repeatedly cranking manual adjustments for beds
3. \_\_\_\_\_ Reaching across beds to lift the employer



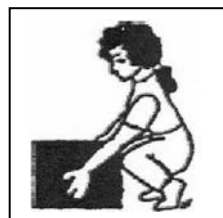
## Lesson 3

### Proper Lifting Techniques Safe Handling of People

1. Plan your lift; make sure you know what you are lifting, where you are going with it, and where you plan to put the object or person down. Is there room?
2. Bend at the knees
3. Get close to the load
4. Tighten stomach muscles
5. Keep back straight and stand up
6. Let your legs do the lifting
7. Turn with your feet - not your body
8. **Never twist while lifting!**



Still Bad



Better



#### Key Point

To lift safely you should:

- (a) Plan your lift
- (b) Get as close to the object as you can.
- (c) Bend with your knees and lift with your legs
- (d) All of the above

# SAFE HANDLING OF PEOPLE

Providing care in a home is physically demanding work. Manual lifting and other care or assistant services mean an increased risk of pain and injury to providers, particularly to your back. These tasks, or "risk factors," can involve high physical demands due to the large amount of weight involved (remember, just 30 to 50 pounds is considered a heavy load). Be aware of the following Risk Factors that providers face in their day-to-day work:

- Repetitive Motion (repeatedly cranking manual adjustments for beds).
- Awkward postures (reaching across beds to lift the employer)
- Force (pushing wheelchairs across elevation changes or up ramps)

**REDUCING RISK** - When your employer needs assistance getting into a chair:

1. Face him/her
2. Place your feet shoulder-width apart and bend your knees with one foot slightly in front of the other for better balance.
3. Position the person's feet on the floor and slightly apart  
The person's hands should be on the bed or on your shoulders  
**NEVER AROUND YOUR NECK**
4. Place your arms around the person's back and clasp your hands together (use lifting belts which are fastened around a person's waist when available). Get person to count to three so they can anticipate when the transfer is going to happen. Talk to the person throughout the lift and transfer to let them know what you are doing.
5. Hold the person close to you, lean back and shift your weight




## Other Risk Factors Include:

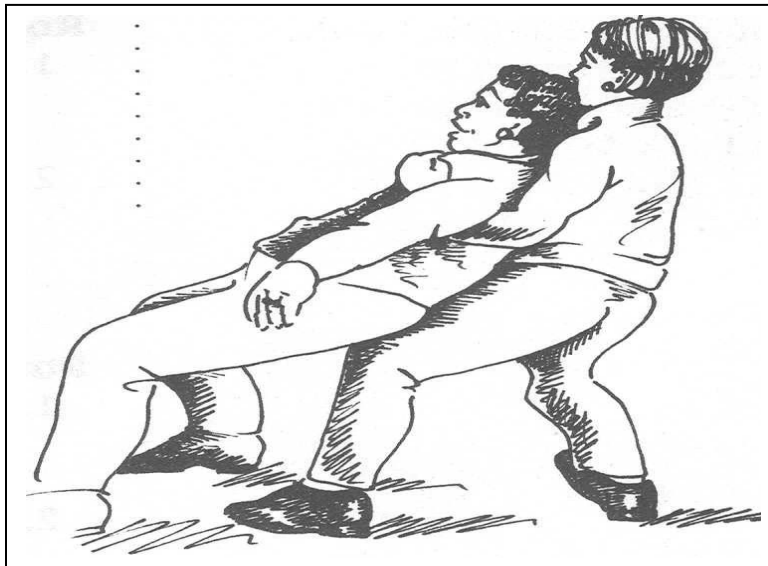
### Overexertion:

- Trying to stop a person from falling
- Picking a person up from the floor or a bed.

### If the Employer Falls:

The following are guidelines if your employer falls.

1. **Do not** try to prevent the fall. It is better if you help support the head and gradually ease the employer  onto the floor.
2. Keep your feet apart and back straight.
3. **Pull the employer close to you.** Let the employer slide down your body to the floor.
4. **Gently ease the employer to the floor.** Often you will also "go to the floor" with the employer.



## **REDUCING RISK - When you transfer a person from a bed to a chair:**

- Put the chair close to the bed and lock the wheels
- If the person is not strong enough to push up with his or her hands to a sitting position, place one of your arms under the person's legs and your other arm under his or her back.
- After moving the person closer to the edge of the bed, move the person's legs over the edge of the bed, while pivoting his or her body so the person ends up sitting on the edge of the bed. The height of the bed may be adjusted to the person's feet.
- Keep your feet shoulder-width apart, your knees bent and your back in a natural straight position.



## **REDUCING RISK - To seat a person:**

- Pivot toward the chair
- Bend your knees and lower the person into the chair.
- The person should have both hands on the arms of the chair before lowering him or her down.



## Additional Risk Factors

- Multiple lifts
- Lifting an uncooperative and/or confused person
- Lifting employers that cannot support their own weight
- Moving/lifting/ helping employers in and out of chairs or motor vehicles.

Excessive exposure to these Risk Factors can result in a variety of disorders. These conditions are referred to as Musculoskeletal Disorders, or MSD's.

While some MSD's develop gradually over time, others may result from a single event. Early indications of MSD's can include persistent pain, restriction of joint movement or soft tissue swelling.

**Musculoskeletal Disorders (MSD's) include conditions such as:**

- Low back pain
- Rotator Cuff injuries
- Tennis Elbow
- Carpal Tunnel Syndrome

## Key Points

Awkward Postures

Reaching across beds to lift the employer

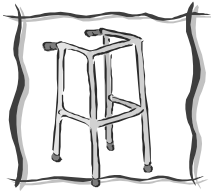
Repetitive Motion

Repeatedly cranking manual adjustments for beds

Force

Pushing wheelchairs across elevation changes or up ramps





## Chapter 3- Lesson 4

### Assistive Devices for the Home

Good work practice includes continually identifying the most hazardous tasks and then trying to eliminate or reduce those hazards. By doing this, you may avoid personal injury.

#### REDUCING RISK - Using Optional and Adaptive Equipment

Equipment and devices listed below may/or may not be available in the home. Talk to your employer about considering these lifting aids. Medical supply stores often carry these items or they may be available using medical insurance.



If lifting equipment or devices are available, make every effort to use them. They are designed for both you and your employer's safety.

**Bending to lift can be reduced with reach extenders.**

#### Optional equipment include:

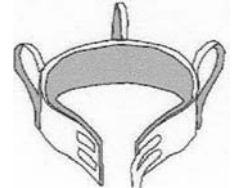
1. **Lifting Assistance** - a variety of devices are available to help lift and move people from bed to seat, such as:



A lifting belt allows you to 'use a handle' for lifting.



**Gait belt** - this is a specialized belt that fits snugly around a person's waist and may have hand straps for the provider to grasp while assisting during transfers or walking.



**Walkers** - lightweight metal frame devices with rails that can be gripped by the employer to help to support their body weight during transfer and rising from sitting.

**Rails** - wooden or metal rails that are fixed to walls or equipment, such as beds, to allow the employer to help support their body weight during transfer.

**Draw/or lift sheets** - a regular flat sheet placed under a person in bed that can be used to move them. If the sheet is strong enough, it can be used to lift and transfer your employer.

**Sliding/Transfer boards** - a smooth board with tapered ends made of either wood or plastic that is used to help the employer get from one sitting surface to another.

**Trapeze lifts:** A bar suspended above the bed which allows a person with upper muscle strength to help reposition themselves. This device is particularly useful with adjustable beds and armless wheelchairs.



**2. Adaptive Equipment** - Use adaptive equipment whenever possible. Powered or manual equipment may be available to reduce employer handling activities such as:

**Wheelchairs** with removable arms to allow for easier lateral transfers. Especially useful with height adjustable beds.

**Sitting-standing wheelchairs:** Wheelchairs that provide sitting to standing options.

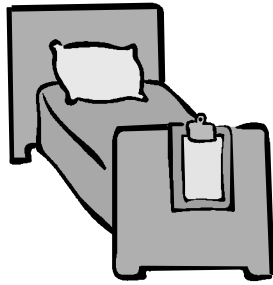
**Shower stalls** without the front lip allow shower chairs to be pushed in and out on level floor surfaces.



**Shower chairs** can eliminate multiple transfers, saving providers multiple lifts. A person can be moved to the shower chair, toileted, showered, and transferred back to the wheelchair.

**Grab bars** can assist your employer is moving about and pulling him/her self independently.

**Toilet seat risers:** Use toilet seat risers on toilets to equalize the height of wheelchair and toilet seat, making it a lateral transfer rather than a lift up and back into wheelchair.



**3. Adjustable beds** - If your employer has an adjustable bed, adjust the height to reduce bending and reaching. If an adjustable bed is not available, remember the risk factors of repetition, awkward postures, over-exertion and heavy lifting. Try to reduce these as much as possible to help avoid injury to your back.

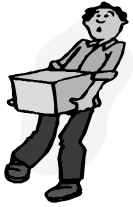
### Activities Other than Lifting and Repositioning

Work-related MSD's occur in all kinds of work related activities:

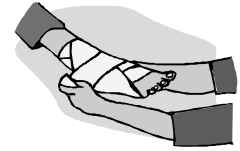
- Bending to make a bed or feed a person;
- Collecting waste;
- Pushing heavy items or equipment;
- Removing laundry from washing machines and dryers;
- Lifting, carrying supplies and equipment;
- Bending and manually cranking an adjustable bed.

These tasks may not present problems in all circumstances but, consider the *duration* (how long) AND *frequency* (how often) of your tasks.

**The more you are exposed to the risk factors (repetitiveness, awkward positions, force, and heavy lifting) the more likely you will be injured.**



## Chapter 3-Lesson 5 and 6



### Sprains and Strains Proper Footwear



#### **Part A**

This section focuses on a common ailment among caregivers: sprains and strains.

#### **Part B**

This section will focus on proper footwear

#### **What you will learn in these lessons:**

1. Proper techniques for treating a strain or a sprain.
2. How to recognize a sprain.
3. Causes of sprains and strains.
4. Symptoms of sprains and strains.
5. What you need to look for in proper footwear for your job.

#### **Key Words**



Sprain

Strain

#### **Definitions**

Injury to a ligament

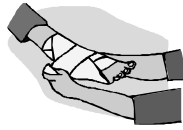
Injury to muscles and tendons



## Chapter 3

### Lesson 5 and 6 Preview

1. What is the treatment for Sprains and Strains?
  - a) Movement
  - b) Ice
  - c) Elevation
  - d) B and C
2. There are \_\_\_\_\_ grades of severity in diagnosing sprains and strains
3. Name four of the major causes of sprains and strains.
  - a) \_\_\_\_\_
  - b) \_\_\_\_\_
  - c) \_\_\_\_\_
  - d) \_\_\_\_\_
4. A sprain is an injury to the ligaments.  
TRUE      FALSE
5. What does RICE stand for when talking about sprains and strains?
  - a) R \_\_\_\_\_
  - b) I \_\_\_\_\_
  - c) C \_\_\_\_\_
  - d) E \_\_\_\_\_
6. Proper footwear is essential to provide adequate support to the feet and ankles?      TRUE      FALSE
7. Using proper footwear is important because:
  - a) It gives support to the foot and ankle
  - b) You want to look your best
  - c) It reduces potential for slips, trips and falls
  - d) A and C



## Chapter 3-Lesson 5

### Sprains and Strains

Sprains and strains are common injuries to the musculoskeletal system. Although these two words are often used interchangeably, they are different types of injuries.

#### What is a sprain?

A sprain is an injury to a ligament (tissue that connects bone to bone), which helps provide joint stability. Common injured ligaments are in the ankle, knee and wrist. Sprains occur when a ligament is stretched too far from its normal position, such as turning or rolling an ankle.

#### What is a strain?

Strains are injuries to muscles and tendons. (Tendons are tissues that connect muscle to bone). These strains take place when a muscle is stretched and suddenly contracts, as with running or jumping.

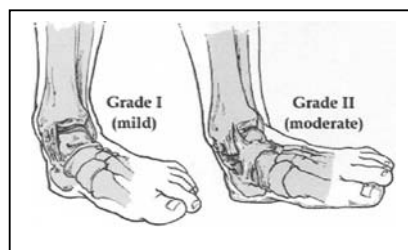
#### What are the causes?

Sprains and strains result in over-stretch or tear of the ligament supporting a joint. Triggers include:

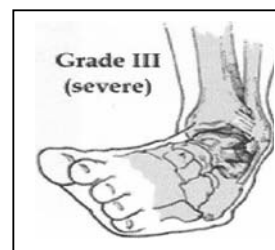
- Falls
- Twisting suddenly
- Blow to the body
- Joint dislocation
- Rolling an ankle

**Symptoms:** The usual signs and symptoms include pain, swelling, bruising, and loss of the ability to move and use the joint. However, these signs and symptoms can vary from mild to severe, depending on how bad the sprain is.

Medial (inside)



Lateral (outside)



**Severity of sprains and strains:** A physician categorizes sprains and strains according to severity. A Grade I (mild) sprain or strain involves some stretching or minor tearing of a ligament or muscle. A Grade II (moderate) sprain or strain is a ligament or muscle that is partially torn but still intact. A Grade III (severe) sprain or strain means that the ligament or muscle is completely torn, resulting in joint instability.

**Treatments:** Grade I injuries usually heal quickly with rest, ice, compression (using an Ace bandage), and elevation (RICE). Grade II injuries are treated similarly but may require you not to use it (immobilization) to permit healing. Grade III sprains and strains usually require immobilization and possibly surgery to restore function.

Sprains and strains  
heal more quickly  
with RICE  
**Rest**  
**Ice**  
**Compression**  
**Elevation**

## Chapter 3

### Lesson 6

### PROPER FOOTWEAR

Proper footwear is important to provide adequate support to the feet and ankles and to prevent sprain and strain injuries. Work shoes should be closed toed and sturdy. Tennis shoes are recommended

#### **Foot & ankle support**

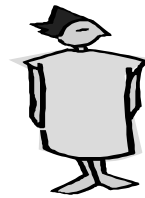
Hazards may include standing for long periods of time and walking on uneven surfaces. Use footwear with low wide heels to reduce stress on the feet and reduce the chance of ankle injury.



#### **Slips & falls**

Ice and snow, rain, spilled water and greasy floor surfaces in kitchens can all lead to slips and falls. A few examples of how to reduce your chance of slipping or falling are:

- Take off shoes at the door to prevent tracking in of rain, snow, mud etc.
- Have an extra pair of shoes for inside use.
- Wear shoes that provide good traction to prevent slipping.
- Wear shoes that provide support and comfort.



## Chapter 3

### Lesson 7

#### Infection Control

#### Blood-borne Diseases

#### Personal Protective Equipment

##### **Part A**

This section focuses on infection control in the employer's home.

##### **Part B**

This section will focus on blood-borne diseases that you may be exposed to.

##### **Part C**

Proper hand washing will be discussed

##### **Part D**

Personal Protective Equipment will be explained.



#### **What you will learn in these lessons:**

1. What type of infection control procedures are needed to protect you in the employer's home?
2. How is T.B. transmitted?
3. What are blood-borne diseases?
4. What is the most common blood-borne disease?
5. How to properly wash your hands.
6. What is personal protective equipment and when should it be used?

#### **Key Words**



Personal Protective Equipment (PPE)

Blood-borne disease

#### **Definitions**

Equipment or clothing worn by a person that is designed to prevent injury or illness from a specific hazard. (i.e. Gloves, gowns, masks, etc.)

Diseases that are caused by very small germs that are spread through exposure to certain body fluids when they get into your blood.





## Chapter 3-Lesson 7 Preview

1. Protecting yourself from blood borne diseases means:
  - a. Treating all body fluids as if infected.
  - b. Using Standard Precautions
  - c. Getting HBV vaccination
  - d. All of the Above
2. You should wash your hands:
  - a. Before eating
  - b. After using the toilet
  - c. After smoking
  - d. Before putting on gloves
  - e. All of the above
3. It is proper to carry dirty laundry against your chest  
TRUE FALSE
4. Besides blood, what other body fluids should you protect yourself from?
  - a. All of the below
  - b. Vomit
  - c. Urine
  - d. Feces
  - e. Saliva
5. \_\_\_\_\_ is the number one way to prevent the transmission of infections.
6. Standard Precautions can be skipped if you are really busy and do not have time to use them.  
  
TRUE FALSE

# Chapter 3-Lesson 7

## Infection Control

Infection Control is a very serious part of your job. Taking precautions to prevent infection may be difficult to discuss with your employer, but it is essential to you and your employer's safety. It is an important step to protect yourself from disease.

Diseases, like the Hepatitis A, B & C Virus (HBV, HVC), the Human Immunodeficiency Virus (HIV), which causes AIDS and can lead to Tuberculosis (TB), have changed the way providers conduct their day-to-day work. Attention to simple safety precautions will help protect you from disease.

### Tuberculosis (TB)

Tuberculosis is an airborne disease caused by *Mycobacterium tuberculosis*. Although the bacteria primarily affect the lungs, TB can attack any part of the body, including the brain and internal organs. Coughing is usually associated with TB, but may not be present at the beginning. If your employer has symptoms of chronic or productive cough, fatigue, blood in sputum and/or weight loss, you should encourage them to seek medical attention.

**TB** is spread person to person through the air. When an infected person not taking tuberculosis medication, coughs or sneezes, bacteria is released into the air. These droplets are then inhaled into the lungs of another individual. Prolonged exposure is normally necessary for infection to occur.

**Blood-borne Diseases:** Blood borne pathogens are very small organisms that can cause disease when they get in your blood. Although your risk of exposure to blood borne pathogens in the workplace is small, it still exists. The information provided here will equip you with the most current, effective methods for protecting yourself from blood borne pathogens.

### **HBV & HCV:**

Hepatitis B Virus (HBV) is a virus, which causes liver disease. HBV may severely damage the liver leading to cirrhosis, liver cancer, and in some cases, death. Symptoms can be treated. In most cases Hepatitis B cannot be completely cured. About 95 percent of adults fully recover from the symptoms of HBV, but five percent become chronically ill.

#### **If you become infected with HBV:**

- ▶ You may feel like you have the flu
- ▶ You might be so sick you have to be hospitalized
- ▶ Your blood, saliva and other body fluids are infectious

You can be vaccinated (series of three shots over a period of time) prior to, or immediately after, exposure to help **prevent** HBV infection.

**Hepatitis C (HCV) is now the most common blood borne infection in the United States. The most common way HCV is spread is by the sharing of needles.**

### **HIV/AIDS**

Today almost everyone has heard of AIDS, or Acquired Immune Deficiency Syndrome. It is caused by HIV, or Human Immunodeficiency Virus, which attacks the body's immune system and causes the infected person to develop unusual infections. They become unable to fight infections and other diseases. Most people infected with HIV will get AIDS. However, while AIDS can't be cured, it can be managed with medications, diet and exercise. AIDS is no longer a "death sentence."

**In the U.S. there are approximately 35,000 new infections of HIV annually**

## Who has HIV and HCV?

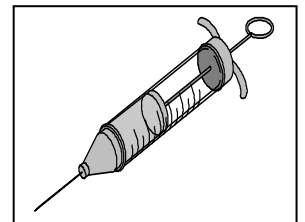
All kinds of people have HBV and HIV. You can't tell who is infected just by their appearance. They can be old or young, male or female, married or single. They can be from an inner city or a small town.

To make things worse, many people may not even know they are infected. People can carry either disease for many years while looking and feeling healthy. Their blood and body fluids may be highly contagious, so they can unknowingly spread the diseases to others.

## How are blood borne diseases spread?

**HIV** and **HCV** are spread through exposure to certain body fluids. They can be spread by:

- ▶ Unprotected sex with an infected person
- ▶ Blood Transfusions before 1986 (HIV/AIDS) or 1992 (HVC)
- ▶ Needle sticks
- ▶ An infected mother who breastfeeds
- ▶ An infected mother passing HIV to her baby before or during birth
- ▶ Tattoos or body piercing



## High-risk behaviors and situations for blood borne diseases:

There are "risky behaviors" that may expose a person to blood borne pathogens, including:

- ✓ Unprotected sexual contact with an infected person
- ✓ Contact with infected blood
- ✓ Sharing injection equipment, needles, and syringes.

Situations that can lead to exposure to blood borne pathogens include:

- ✓ Handling needles or other sharp items that are contaminated, even insulin syringes
- ✓ Helping an employer who is bleeding
- ✓ Changing linens that are contaminated by blood or other body fluids
- ✓ Cleaning up blood, vomit, urine, or feces
- ✓ Changing a dressing or bandage with blood that has oozed from a wound.



# PROTECTING YOU FROM DISEASE

The risk of transmission in a home care setting is extremely small if standard precautions are followed each and every time.

**Standard Precautions** means treating all blood or body fluids as potentially infectious. You can't afford to take any chances, since it takes just one exposure to become infected with certain blood borne diseases. Specific precautions include:

- ✓ Use gloves, a gown and a mask if fluids are air-borne (remember, HIV is not airborne, but TB *is* airborne)
- ✓ If you don't have gloves you can use anything that will come between you and the body fluid--a plastic bag, for example.

Normally your skin acts as a protective barrier to keep viruses out. But even tiny breaks or cracks in the skin from common conditions like dermatitis, hangnails, acne, chapping and broken cuticles can be doorways for the HIV or HBV viruses to enter your body.

**ALWAYS** make sure you use gloves or some other barrier to protect yourself when handling a person's body fluids or blood. Check gloves before putting them on, and never wear gloves that are damaged or ripped.

## What to do if you come into contact with your employer's body fluids:

If you get blood or other potentially infectious materials on your skin:  
**Immediately wash** with non-abrasive soap and water.

If the mucous membranes of your eyes, nose and mouth are exposed:  
**Immediately FLUSH** with running water for 5 minutes in each eye at the sink or 5 minutes in each eye at an eyewash fountain.

**An unprotected incident should be reported to your local Health Department immediately.**

Exposure to bodily fluid in and of itself does not constitute an occupational disease or injury. A diagnosis must be supported by objective medical findings and establish that the condition has resulted directly from the exposure or activity in the course of employment.

## PERSONAL PROTECTIVE EQUIPMENT

Personal Protective Equipment should be worn whenever you clean up blood or body fluids on the job. This equipment can be purchased at a drug store, medical or safety supply store. In some cases, Medicaid will pay for some of these supplies when the employer has a doctor's prescription written requesting gloves be worn. Gloves are relatively inexpensive to buy and use whenever one might come in contact with body fluids or blood of an employer. Remember gloves are one time use only, then they must be thrown away after use.

### **Whenever you clean up blood or body fluids:**

- ✓ **Wear gloves to protect your hands. Avoid tearing your gloves on equipment.**
- ✓ **Put on a leak-proof apron so that blood and body fluids will not get on your work clothes.**
- ✓ **Use disposable towels to soak up most of the blood.**
- ✓ **Put all contaminated towels and waste in a sealed color-coded or labeled leak-proof container. Double bag all contaminated materials disposed of.**
- ✓ **Clean up with an appropriate disinfecting solution (ten parts water to one part bleach). After cleaning, promptly disinfect mops and other cleaning equipment.**
- ✓ **Remove gloves and turn gloves inside out when removing them and throw them away.**
- ✓ **Wash hands when tasks are completed**

## Other Exposure Hazards

Sometimes you may face hazards that are less obvious while performing routine cleaning or maintenance tasks. These hazards are just as dangerous as an accident situation. Blood, even if you can't see it, can be almost anywhere you have to clean such as toilets, sinks or trashcans. Wear gloves and protective equipment if you must clean surfaces soiled with body fluids or excretions.

## Laundry

Handling laundry can also be risky. It may conceal contaminated items such as bloody rags and clothing or contaminated sharps. To protect yourself when handling laundry, always carry it by the top. Never place a hand underneath to support it. When sorting laundry, take precautions to protect yourself by wearing gloves.

### Other Common Sense Rules

Be sure to wash your hands and remove any protective clothing that might have been contaminated before:

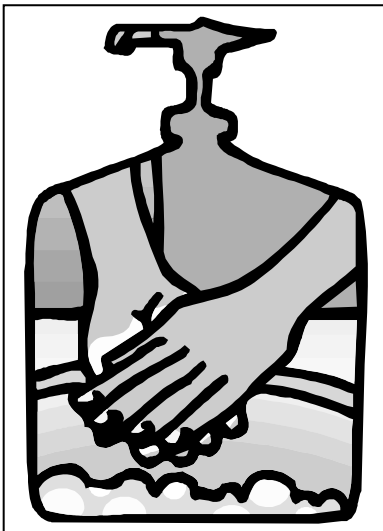
Eating	Handling contact lenses.
Drinking	Applying cosmetics or lip balm.
Smoking	

Remember that even when doing personal care gloves are a must. When you perform mouth care on your employer gloves should be worn. Also, while giving or helping with a bath, gloves should be worn. Remember also that gloves are one time use only and should be disposed of after completing the task.

## Hand Washing

Hand washing is one of the best defenses against spreading infection, including **HBV** and **HIV**. Always wash your hands with non-abrasive soap and water after removing gloves **AND** before putting on new gloves. Individual Providers should wash their hands several times a day and may use many pairs of gloves.

### How to Wash your Hands



1. Turn on warm water. Keep water running while washing your hands. Pull out paper towels to use to dry hands.
2. Rub palms together to make lather. Scrub between fingers and entire surface of hands and wrists. Scrub hands for 10 to 15 seconds
3. Rinse hands thoroughly. Point fingers down so water does not run up your wrists.
4. Dry hands with a clean towel.
5. Use a clean paper towel to turn off faucet.
6. Use hand lotion if available to prevent chapping.

### Summary:

Protecting yourself from blood-borne diseases on-the-job requires knowing the facts, practicing good hygiene and taking a few sensible precautions. These are measures, which **YOU can control.** They are vitally important, so take them seriously. If you care about your job, your employer and yourself, **it's worth it.**





# Chapter 3

## Lesson 8 and 9

### Driver Safety

### Violence in the Workplace

#### **Part A**

This section focuses on  
Driver Safety



#### **Part B**

The focus of this part is  
violence in the  
workplace and handling  
difficult behaviors

#### **What you will learn in these lessons:**

1. Helpful information to help you drive safely with or without your employer.
2. The number one cause for workplace fatalities.
3. What to do in case of violent behavior in the workplace.
4. Characteristics of violent behavior.

#### **Key Words**

Depression

Paranoia

Workplace

#### **Definitions**

"Low mood," may show a loss of interest in usual activities or have changes in appetite or sleep patterns, may show feelings of despair, worthlessness or suicidal thinking

A condition in which a person thinks something bad will happen or that people want to hurt them.

Any place you are doing work with or for your employer i.e. home, car, doctor's office.



## Chapter 3

### Lesson 8 and 9 Preview

1. Safe Driving includes:
  - a. Wearing a seatbelt
  - b. Providing good maintenance to your vehicle
  - c. Not driving while tired or under the influence of alcohol or drugs
  - d. All of the above
2. Safe Driving includes:
  - a. Using a cell phone while driving
  - b. Not changing the oil, because you don't know how.
  - c. Always go 10 miles over the speed limit
  - d. All of the above
  - e. None of the above
3. Wearing your seat belt while in a car is mandatory.  
TRUE            FALSE
4. Violent behavior includes:
  - a. Verbal attack
  - b. Threats to hurt someone
  - c. A physical attack
  - d. All of the above
5. If you feel threatened or are attacked, you should:
  - a. Leave the employer's premises
  - b. Call 9-1-1
  - c. Call the Case Manager
  - d. All of the Above

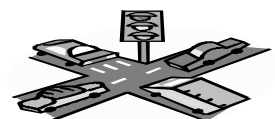
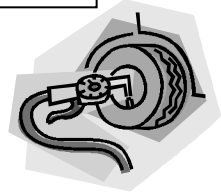
## Chapter 3-Lesson 8

### Driver Safety

The purpose of this section is to help you drive safely with and without your employer. Many of the things mentioned here are things that we know, but just can't seem to find the time to do. Remember if you travel with your employer this is about your safety and that of your employer.

**If you aren't doing the following, you need to change your habits now:**

- ✓ Wear your seat belt. It's the law in Washington for a very good reason. Fines are \$101.00 for each incident. Drivers thrown from vehicles are 25 times more likely to die in the accident.
- ✓ Check your tires for wear and tear. Faulty or under inflated tires cause many preventable accidents. The wrong tires can hurt too. Be prepared for snow and ice with good traction tires.
- ✓ Follow the recommended vehicle maintenance schedule. Make sure your engine, brakes, steering, shocks, lights, horn and windshield wipers are working properly.
- ✓ Slow down. Thirty percent of all fatal accidents involve excessive speed.
- ✓ Reduce distractions. Pull over to make calls or answer cell phones. You need to concentrate on your driving. Phone conversations, radios, and snacking can distract and contribute to accidents.
- ✓ Use extreme caution at intersections. Since some drivers think stopping at red lights and stop signs is optional, you need to be careful at intersections.



- ✓ Don't drive while drowsy. Get plenty of sleep. Pull over and take a short nap if necessary. Remember, caffeine is only a temporary solution and eventually your body needs the sleep.
- ✓ Don't drive while under the influence of alcohol or other drugs.



## **REMEMBER**

# **Driver Safety**

- **Wear your seat belt.**
- **Check your tires for wear and tear.**
- **Follow the recommended vehicle maintenance schedule (Brakes!!).**



The number one cause for Workplace fatalities in the United States is motor vehicle accidents.

Driving is the single most dangerous activity people engage in on a daily basis.

One American dies every 11 minutes in a motor vehicle accident.

# SLOW DOWN AND BACK OFF

**REMEMBER:** That for every 10 miles of speed there should be one car length between you and the next car. Thus a car traveling 60 miles per hour should have six (6) car lengths between cars. If there are not (6) six car lengths between you and the next car you will not be able to stop in time to prevent an accident.



**Don't let this happen to you!**

**FORTY PERCENT (40%) OF  
ALL FATAL ACCIDENTS  
INVOLVE ALCOHOL**



KEY POINT



# Chapter 3-Lesson 9

## VIOLENCE IN THE WORKPLACE

Violence in the workplace happens in all career fields. You need to be aware of the potential for workplace violence and how to handle such an event.

**Characteristics of Violent Behavior are:**

- ❖ Verbal attacks on you or others
- ❖ Threats of physical attack against you or others
- ❖ Actual physical attack



Violent behavior causes are wide ranging and include the following:

- ✱ Depression
- ✱ Paranoia
- ✱ Medications
- ✱ Confusion/Delirium
- ✱ Agitation

## **Violence Can Include**

- Violence by Provider against Employer
- Violence by Employer against Provider
- Violence in the home (spousal abuse)
- Neighborhood Violence

If you witness abuse or neglect you are required by law to report it:

1-800-end-harm (1-800-363-4276)

**Violence in the home is not limited to those actions that are on the above list thus vigilance is the key. Always be aware.**

**If violent behavior occurs or you see indicators do the following:**

- Remain calm
- Talk calmly, listen to the person and keep a safe distance
- Remind the person you are a friend and are there to help
- If you feel immediately threatened or are attacked, leave the immediate area.
- Call 9-1-1 and wait until help arrives.
- Alert the case manager

